

# Resident Grievance Form

## Overview

At Onward we seek to deliver a consistently high standard of service to ensure residents feel safe, secure, and valued. From time to time, residents may feel they have not received adequate service or they may wish to notify Onward of issues requiring further attention.

This document outlines the process by which Onward residents may file grievances, without prejudice. Our approach is grounded in discussion and review at progressively higher levels in the organization.

## Procedure

1. All grievances must be in writing. Residents are encouraged to submit documentation whenever possible to support their appeal.
2. Onward will acknowledge receipt of a resident's grievance within one (1) businessday.
3. In the event more information is required, Onward will make a request in writing to the resident.
4. If any additional information requested by Onward is not received from the resident within thirty (30) calendar days, or the resident has not contacted Onward in response to our request for information, the grievance will be considered abandoned.
5. In the event a resident claims their legal rights have been infringed upon, they will be directed to seek legal advice or contact their referring agency. Onward does not provide legal advice to residents.
6. Grievances related to individual privacy concerns should be directed, in writing, to: [privacyofficer@onwardhomes.ca](mailto:privacyofficer@onwardhomes.ca), Attention: Privacy Officer

### Grievance Level 1 (Individual)

All residents will initially be encouraged to attempt to resolve the issue directly with any Onward staff member(s) involved.

### Grievance Level 2 (Supervisor)

If discussion with the involved Onward staff member(s) does not resolve the issue, residents may escalate their grievance in writing to the staff member's direct supervisor, who will be one of the following:

- Director of Development & Strategy
- Director of Finance
- Chief Operating Officer

The supervisor will review the file, and may consult other members of Onward's leadership team, if necessary, in order to render a decision and advise the resident in writing within ten (10) business days of receiving a grievance.

### Grievance Level 3 (Chief Executive Officer)

If the grievance is not resolved through the first two levels, residents may appeal the decision of the supervisor, in writing, to Onward's Chief Executive Officer (CEO). The CEO will review the file and render a decision in writing to the resident within ten (10) business days of receiving a grievance.

The decision of the CEO is final.

## How to Submit a Grievance

Once a grievance has been summarized in writing, it can be submitted to Onward in one of the following ways:

<b>Internal mail</b>	Place all details of the grievance in a sealed and addressed envelope. Give it to the Resident Services Coordinator to provide to a supervisor.
<b>Regular mail</b>	885, 105 12 Avenue SE Calgary, AB T2G 1A1
<b>Email</b>	<a href="mailto:privacyofficer@onwardhomes.ca">privacyofficer@onwardhomes.ca</a>
<b>Fax</b>	403-297-1403

## Additional Information

From Onward's perspective, the decision of the CEO is final. If a resident wishes to escalate their grievance further, they can contact one of the following:

- Residential Tenancy Dispute Resolution Service (RTDRS)
- Landlord and Tenant Advisory Board
- Office of the Seniors Advocate
- Canadian Mental Health Association Advocate
- Community Mediation Calgary Society
- Calgary Residential Rental Association
- Calgary Police Services

If a satisfactory resolution to a grievance has not been achieved, the resident may submit a request to transfer to another Onward building. All transfer requests are subject to availability of appropriate units, and Onward's Resident Transfer Policy.

Finally, the resident may also choose to vacate their premises without penalty, regardless of their current lease expiration with Onward.

## Resident Grievance Form

### Confidentiality

The personal information provided on this form is confidential and will not be shared with other residents.

Name:	Unit #	Building
Phone:	Email:	
Have you previously submitted a grievance for this concern		No      Yes
If yes, who did you previously submit the grievance to?		

### Grievance Details

What is your grievance? When did this happen? Who was involved? Please provide as many details as possible. You may also attach additional pages to this form.

What have you done to attempt to resolve the issue?

What is a satisfactory resolution to your grievance? Please note this may not be the final resolution decided upon with respect to your grievance.

\_\_\_\_\_

Date

\_\_\_\_\_

Signature (print name)

### Office Use Only

Date Received:

Received by: